



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Illinois Consolidated Telephone Company**  
**for quarter ending December 31, 2011**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	9.50	8.70	10.10 *	9.43
B. Operator Answer Time - Information [730.510(a)(1)]	9.50	8.70	10.10 *	9.43
C. Repair Office Answer Time [730.510(b)(1)]	15.00	18.00	20.00	17.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	10.00	32.00	19.00	20.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.84%	99.33%	99.20%	99.46%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.20	0.28	0.15	0.21
H. Percent Repeat Trouble Reports [730.545(c)]	6.36%	4.32%	8.63%	6.44%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.72%	0.24%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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